

Tre Hargett, Secretary of State

State of Tennessee



Division of Human Resources and Organizational Development
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JOB ANNOUNCEMENT

Library Assistant 4/Reader Advisor
Tennessee Department of State
Tennessee State Library and Archives
Library for the Blind and Physically Handicapped (LBPH)

Mission

The mission of the Office of the Secretary of State is to exceed the expectations of our customers, the taxpayers, by operating at the highest levels of accuracy, cost-effectiveness, and accountability in a customer-centered environment.

Supervisor: Director of Library for the Blind and Physically Handicapped

Summary: The Tennessee State Library and Archives collects and preserves books and records of historical, documentary and reference value, and encourages and promotes library development throughout the state. In addition, TSLA also operates a free library program of Braille, recorded and large print materials, available to residents of Tennessee who are not able to use standard print materials due to a visual or physical disability. The Library Assistant 4 will perform para-professional work of considerable difficulty, assisting library patrons with book selection.

Duties/Responsibilities

- Make orientation calls to new patrons explaining services and equipment.
- Set up and maintain patron files in library's automated systems.
- Maintain patron request lists at adequate levels.
- Perform periodic reviews of patrons files, contacting patrons when necessary, to ensure accurate, information and levels of requests.
- Select books for patrons that comply with their interests, using bibliographic tools.
- Answer questions about services provided to persons with disabilities and makes referrals to agencies providing those services.
- Correspond with library patrons and family members by phone, e-mail, fax, and in person.
- Respond to patron requests for books, magazines, videos, and players.
- Perform other duties as assigned.

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Minimum Qualifications**Education and Experience:**

- Must possess education equivalent to graduation from a standard high school.
- Must possess a working knowledge of authors, titles, and popular literature.

Knowledge and Abilities:

- Tactful and professional manner in dealing with the public, both in person and by telephone.
- Avid reader with a strong commitment to service work.
- Skills in basic computer operations, including word processing.
- Excellent verbal and written communication skills.
- Ability to organize and maintain records.
- Ability to maintain confidentiality of patron files.
- Ability to perform detailed data entry, including multi-digit numbers.

Physical requirements:

- Simultaneously utilize telephone and computer system for extended periods.
- Ability to sit for long periods.

Health, safety, and collections security:

- Assist the organization to create a safe and healthy work environment by working safely with the equipment provided.
- Follow instructions given for health and safety purposes and immediately reports any unsafe working practices or hazardous working conditions.
- Take whatever measures are necessary to protect the collections from loss, mutilation or theft.

Salary: \$2,298 per month plus State of Tennessee benefits package.

To apply, please email your letter of interest and resume to Division of Human Resources & Organizational Development, sos.hr@tn.gov. The position is open until filled.